



CL-10213947-8726

12/23/07

2008 JAN -3 AM 8:29

To whom it may concern,

Hello my name is [REDACTED] and I bought a 2004 Jeep Liberty back in August 2006, and a couple months later, I received a letter that the 2002-2006 model year Jeep Liberty vehicles were on recall for the ball joints. I contacted the dealer where I purchased the car (Darcas Jeep in Rockville, MD), and they told me they would give me a call 6-8 weeks later when they had the parts in. However, they never called me back. I tired contacting them continuously for several months, and I will usually get a voicemail or just get cut off. I even went to the dealership, and they would tell me to come back or there was nobody there to help me with this concern or just call them back at a later time. As of right now, I really don't know what to do? I'm afraid that I'll be driving and the ball joints will come lose. Also, on September, 11 2007, I was making a left turn, and all of a sudden my car made a 180 turn out of the blue, lucky nobody got hurt, and I don't know if this had to deal with the ball joints. I'm sorry to say that I'm very disappointed.

The Vin number to the vehicle is 1J4GL58K74W [REDACTED]



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